

QUALITY PARTNERING AGREEMENT

The Franchise Tax Board and International Business Machines Corporation hereby commit to a partnering process based upon mutual trust, honest and open communication and teamwork. The primary objective of this process is to establish a long-term working relationship that serves our customers and promotes the economic and social goals of the State of California.

Partners agree to:

- a. Develop a mutually beneficial long-term business relationship, which produces measurable results in an environment of integrity, ethics and trust.
- b. Support mutual strategic goals while planning and implementing continuous improvement in products, services, processes and employee involvement.
- c. Actively pursue automated solutions that provide value to the State on a shared risk/reward basis.
- d. Promote a cooperative relationship in which conflicts are resolved through negotiation instead of legal remedies.
- e. Openly communicate requirements, make special efforts to understand them, consider the capabilities of the other partner, and agree to strive to meet requirements 100% of the time.
- f. Be accountable for their commitments and follow through by supporting the verbal and written commitments they make.
- g. Anticipate and meet mutual internal/external customer's needs for this project.
- h. Commit themselves to a program of continuous improvement.
- i. Recognize and reward the contributions of each partner.
- j. Pursue solutions to stated business problems within the context of industry standards, project management and systems development methodologies, and contract terms.

International Business Machines Corporation has read and understands the alternative procurement method and Performance Based contracting as described in the Procurement Plan.

Signature: 

Name: Virginia G. Williams

Title: Senior Project Exec. Spt CA

Organization: International Business
Machines Corporation

Signature: 

Name: GERALD H. GOLDBERG

Title: Executive Officer

Organization: Franchise Tax Board

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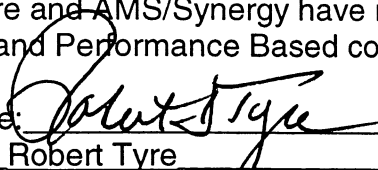
The Franchise Tax Board and International Business Machines Corporation (IBM) have executed a Quality Partnering Agreement in support of the Child Support Enforcement alternative procurement and project.


Accenture LLP and American Management Systems, Incorporated and its wholly owned subsidiary Synergy Consulting Incorporated (AMS/Synergy), as critical members of the "California Child Support Alliance" team (primed by IBM) hereby commit to support the partnering process based upon mutual trust, honest and open communication and teamwork. The primary objective of this process is to establish a long-term working relationship that serves our customers and promotes the economic and social goals of the State of California.

As supporting Partners, we agree to:

- a. Develop a mutually beneficial long-term business relationship, which produces measurable results in an environment of integrity, ethics and trust.
- b. Support mutual strategic goals while planning and implementing continuous improvement in products, services, processes and employee involvement.
- c. Actively pursue automated solutions that provide value to the State on a shared risk/reward basis.
- d. Promote a cooperative relationship in which conflicts are resolved through negotiation instead of legal remedies.
- e. Openly communicate requirements, make special efforts to understand them, consider the capabilities of the other partner, and agree to strive to meet requirements 100% of the time.
- f. Be accountable for their commitments and follow through by supporting the verbal and written commitments they make.
- g. Anticipate and meet mutual internal/external customer's needs for this project.
- h. Commit themselves to a program of continuous improvement.
- i. Recognize and reward the contributions of each partner.
- j. Pursue solutions to stated business problems within the context of industry standards, project management and systems development methodologies, and contract terms.

Accenture and AMS/Synergy have read and understand the alternative procurement method and Performance Based contracting as described in the Procurement Plan.

Signature: 
Name: Robert Tyre
Title: Partner
Organization: Accenture

Signature: 
Name: Gerri Magers
Title: Vice President
Organization: AMS / Synergy